

## ABSTRACT OF THE DISCLOSURE

The online support system of the present invention provides each user with possible resolutions and operations to eliminate problems and troubles arising in a device of the user in the form of Web pages. The  
5 online support system allows the user to gain access to a Web page defined by the URL, which is specified according to user's input information, for example, the model name of the device, the nation, the operating system, and the type of a problem. Possible resolutions and operations against a specific problem, which are prepared in advance, are then displayed for self  
10 help on the browser. The operations and resolutions are provided in a stepwise manner in response to user's instructions until the problem is eliminated. When the problem is not eliminated by any of the possible operations and resolutions, the online support system displays an E mail (electronic mail) transmission form. The transmission form allows the  
15 user to gain E mail support. The user inputs regular pieces of information generally required for the support and arbitrary pieces of information with regard to the specific problem in the transmission form. Data processed by the device and a browsing log of the possible operations and resolutions against the specific problem are also added to such information. This  
20 online support system enables the user to effectively use both self support by the possible resolutions and operations prepared in advance and the E mail support, thus efficiently eliminating the problem arising in the device of the user.